NHS 111 Minimum Data Set, England, September 2018

Latest data

There were 1,272,200 calls offered to the NHS 111 service in England in September 2018, an average of 42.4 thousand per day, and an increase of 9.1% on 38.9 thousand per day in September 2017.

Of calls offered to NHS 111 in September 2018, the proportion abandoned after waiting longer than 30 seconds was 2.9%. The figure for September 2017 was 2.0%.

Of calls answered by NHS 111 in September 2018, 85.0% were answered within 60 seconds. In September 2017 the figure was 88.4%.

The proportion of calls triaged that received any form of clinical input in September 2018 was 53.1%. The corresponding figure for September 2017 was 42.3%.

Some 16.1% of all calls answered in September 2018 were offered a call back. In September 2017 the figure was 13.2%. Of the call backs in September 2018, 40.5% were made within 10 minutes.

Of calls triaged in September 2018, 13.2% had ambulances dispatched, 9.5% were recommended to attend A&E, 58.7% were recommended to attend primary care, 4.8% were advised to attend another service and 13.8% were not recommended to attend another service. All of these proportions changed by less than half of one percentage point compared with September 2017.

Contacts

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